

**ABSTRACT**

A diagnostic tool and method for defining a personal profile for an individual collects work pattern data associated with the individual, correlates the work pattern data with work pattern characteristics of a plurality of predefined work pattern groups, and identifies a personal profile for the individual based on the correlation, the personal profile including the classification of the individual as a member of one of the work pattern groups. Based on the personal profile, a knowledge management solution for the individual may be recommended, inclusive of knowledge products and services.

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